

Confirm v9.0: defining asset maintenance

IMPROVING EFFICIENCY, EFFECTIVENESS, PLUS PERFORMANCE REPORTING AND ANALYSIS FOR PUBLIC INFRASTRUCTURE ASSET MANAGERS AND THEIR SUPPLY CHAIN

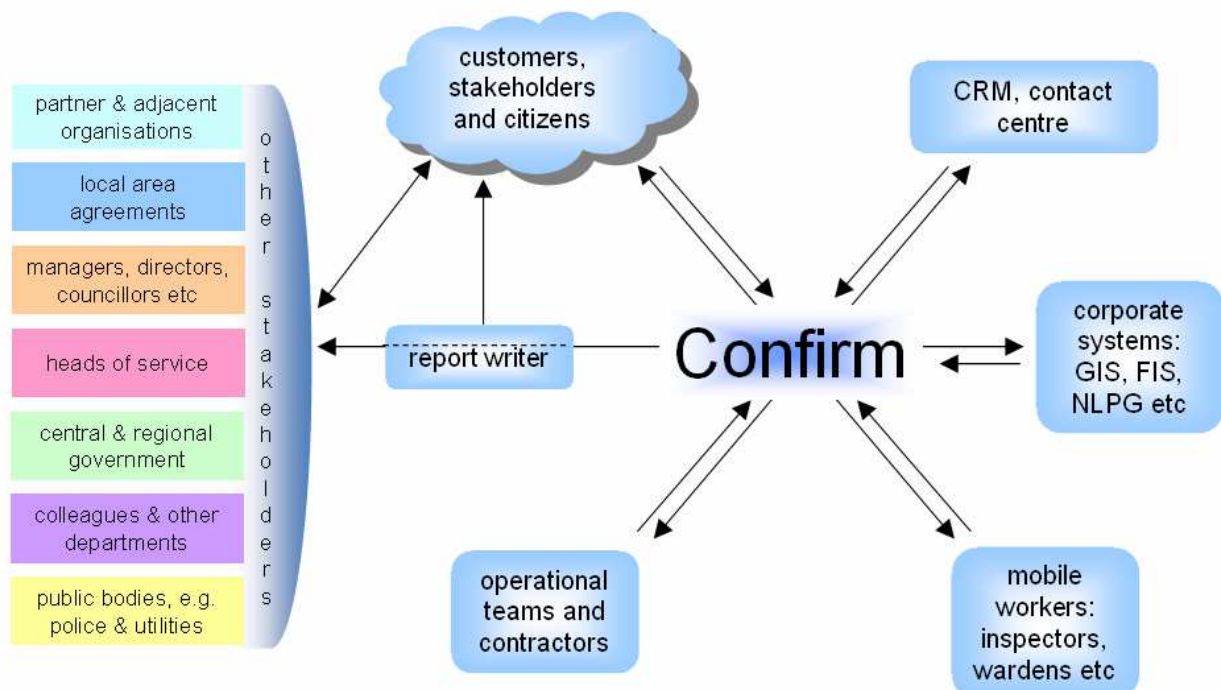
Summary

Confirm is an integrated software solution that allows public service organisations to manage and maintain their fixed infrastructure assets more efficiently and effectively. Whether capturing incident reports from field inspectors, prioritising and managing staff/contractor attendance, logging completions, feeding public information portals, or analysing data for current and future planning, Confirm is the UK's premier public asset management solution.

Benefits

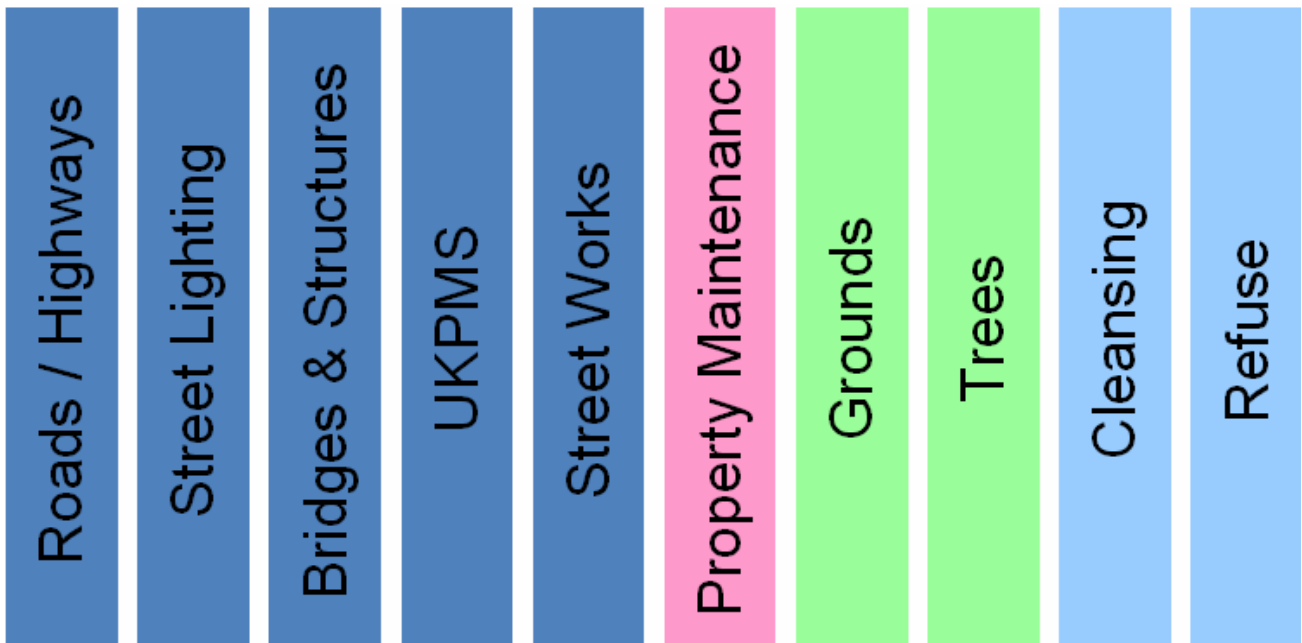
- ❖ Improved asset and maintenance management efficiency
- ❖ User configurable assets, workflows and interfaces
- ❖ Better data and analysis for asset and maintenance management resource planning
- ❖ Quicker, more accurate job prioritisation
- ❖ Accurate job reporting/audit and contractor billing
- ❖ Improved reporting to management, stakeholders and the public
- ❖ Pinpoint accuracy and visualisation for incident reporting and identification in the field
- ❖ Whole life costing, user configurable deterioration modelling and links to self monitoring assets

Confirm: connections that matter



OVERVIEW

Today's government efficiency targets, enshrined in various major directives, specifically point to improved public infrastructure asset management as a key area for efficiency gains¹. Confirm enables public service organisations to implement their efficiency strategies in all key areas of asset management, most frequently in the categories of: highways and roads, street lighting, bridges and structures, street/road works, pavement management (UKPMS and localised PMS), property, grounds, trees, street cleansing and waste/refuse/recycling.



Confirm version 9 Features

Scaleable and Industry Standard Compliant

Confirm is a powerful tool for any organisation in the public infrastructure maintenance supply chain including local, municipal, regional and national government agencies, utilities, construction companies and maintenance contractors. The software is compliant with all main codes of practice in each of these areas² and can deal with tomorrow's advanced maintenance management techniques today. Its flexible, modular architecture is designed to scale and expand in line with the user organisation's growing needs, starting with one domain and adding others as needed. Moreover, roles, stakeholders and organisations can all be added as the implementation progresses. At the IT level, Confirm's value lies in its easy user-configurability (rather than expert programming/scripting level configurability) and ability to extend into new departments, work areas or functions with ease.

¹ Department for Communities and Local Government, *Meeting the Challenges of CSR07*; HM Treasury, *Budget Statement*, 2009; Audit Commission, *'Back to Front' Report*, October 2008;

² For example, UKPMS, CSS BCI, ET0N 5, QTRA, NI195, and many more

Linking Systems and Stakeholders

Managing the public infrastructure calls for truly joined-up operations, often involving many stakeholders and organisations - not just an authority and its contractors, but also the police, the emergency services, government inspectorates, utilities, and many more. Confirm provides the facility to extend existing corporate system interfaces to new areas with little effort, reducing costs and maximising the value of a Confirm investment. For example, an existing Confirm Highways system that is linked to CRM, FIS and GIS that is then extended to cover Cleansing and Trees will automatically extend the system interface to the new areas. Confirm connects all of the stakeholders, in real time, to provide an integrated solution that really helps organisations to improve service delivery efficiency.

Inventory and Budgetary Efficiency

At the heart of Confirm lies the asset inventory, which is fully integrated with the maintenance network. The system tracks asset details, condition data, and maintenance history. Confirm records condition measurements from machine and manual surveys and can link with self monitoring asset systems. As a planning and budgeting solution, Confirm applies and optimises treatment options over multi-year periods, based on current budgetary considerations, allowing planners to prioritise and adjust planned works projects to address available funding and need.

Mobile Fieldwork and Visualisation

Key to Confirm's value is its ability to take in incident reports, issue job instructions, and capture job completions, in the field. This is achieved through Confirm's mobile applications which utilise advanced mapping and visualisation to exactly identify maintenance locations and even to allow them to be inserted into input forms. Multiple reporting of the same incident can be eliminated, and multiple reports of a single incident can be differentiated from multiple incidents in the same small location. The software sits on the handheld device itself, eliminating the signal strength problems typically associated with web-based applications. Information from inspectors or contractors updates Confirm, and also corporate CRM systems, allowing jobs to be rapidly prioritised and activated, and thereby helping to achieve KPIs and keep the public and stakeholders informed as efficiently as possible.

Functional mobile modules are available for:

- ❖ Asset Survey
- ❖ Condition & Safety Survey (including Risk)
- ❖ Street Works
- ❖ Enquiries in the Field (new and existing)
- ❖ Performance Monitoring
- ❖ Operational Jobs

Technology mobile modules are available for:

- ❖ Integrated field mapping
- ❖ GPS
- ❖ Wireless upload/Download
- ❖ Photo support (Linked to field records)

Keeping Citizens and Stakeholders Informed

It has been recognised that the condition of the public infrastructure generates a high proportion of citizen and stakeholder enquiries to relevant authorities. People care greatly about whether lighting, roads, road works, bridges, refuse and recycling, parks and gardens, and other assets are operative and accessible. Therefore, much emphasis is now being laid on informing citizens and stakeholders about asset condition, maintenance work and operating status. Moreover, many organisations will have an interest in whether an asset is functioning properly; crime, school safety, vandalism and the likelihood of accidents might all be affected when street lights fail.

Confirm's Data Miner module can generate any automated report and send it to affected parties, or feed that information into a public information portal so that citizens can access an update service. Typically, most authorities using Confirm will be pushing out many hundreds of automated reports each day to affected organisations and to public-facing portals – one of the key ways in which Confirm improves asset management efficiency and added value.



Confirm is used by over 300 organisations worldwide, with over 150 in the UK. Confirm mobile is used daily by over 2,000 people who carry out inspections, surveys and jobs.